

Serial No. 10/715,022
Response filed November 13, 2006
Response to Office Action Mailed August 11, 2006

Filed: January 2, 2004

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Amendment to the Claims:

This listing of claims will replace all prior versions and listing of the claims in the application:

Listing of Claims:

1.-35. (Canceled)

36. (New) A method of providing information assistance to a wireless terminal, comprising the steps of:

receiving, from a wireless terminal, a contact information request with an information assistance application located on an information assistance server, wherein the contact information request is a request for an information record associated with a subscriber terminal that is other than the wireless terminal;

determining a contact preference for how to contact the subscriber terminal about the received contact information request with the information assistance application;

generating an authorization request to request permission from the subscriber terminal to provide the information record of the subscriber terminal to the wireless terminal;

transmitting the authorization request to the subscriber terminal in accordance with the determined contact preference; and

receiving a reply from the subscriber terminal indicative of whether or not the requested information record is permitted to be provided to the wireless terminal.

37. (New) The method of claim 36, further comprising the step of generating a response to be transmitted to the wireless terminal that includes the information record of the subscriber

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terminal only when the reply is indicative of permission to proceed with provision of the requested information record to the wireless terminal.

38. (New) The method of claim 37, further comprising the step of transmitting the generated response to the wireless terminal.

39. (New) The method of claim 38, where the response comprises a multi-modal message that includes a voice-based response and a text-based response.

40. (New) The method of claim 36, where the request includes at least one information record item about the subscriber terminal selected from a group of information record items comprising a first name, a last name, an address, an employer, a home phone number, an office number, a subscriber's wireless service provider, a previous wireless phone number, or a previous wireless provider.

41. (New) The method of claim 36, where receiving, from a wireless terminal, a contact information request comprises interpreting the contact information request with a voice recognition module when the contact information request is a spoken request.

42. (New) The method of claim 41, where interpreting the contact information request comprises further interpreting the contact information request with a natural language processing module.

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43. (New) The method of claim 36, where the request comprises a text message.
44. (New) The method of claim 36, where determining a contact preference comprises the information assistance application querying a virtual customer database system.
45. (New) The method of claim 44, where querying a virtual customer database system comprises accessing a customer proprietary information record having customer contact data that includes a contact preference, the customer proprietary information record associated with the subscriber terminal.
46. (New) The method of claim 36, further comprising interpreting the reply from the subscriber terminal, and generating a multi-modal response for transmission to the wireless terminal.
47. (New) The method of claim 36, where generating an authorization request comprises generating the authorization request in accordance with the determined contact preference.
48. (New) A computer program embodied on a computer readable medium for providing information assistance to a wireless terminal in a wireless communication system, comprising:
a code segment that receives a contact information request for an information item associated with a subscriber terminal, the request generated with a wireless terminal that is other than the subscriber terminal by a requestor that is other than a user of the subscriber terminal;

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a code segment responsive to the contact information request that determines how to contact the subscriber terminal;

a code segment that generates an authorization request for permission to provide the information item associated with the subscriber terminal to the wireless terminal;

a code segment that transmits the authorization request to the subscriber terminal; and

a code segment that interprets a reply from the subscriber terminal to determine if permission to provide the information item associated with the subscriber terminal to the wireless terminal was granted.

49. (New) The computer program of claim 48, further comprising a code segment that generates a response to the wireless terminal that includes at least a portion of an information record associated with the subscriber terminal when permission was granted.

50. (New) The computer program of claim 49, further comprising a code segment that transmits the response to the wireless terminal.

51. (New) The computer program of claim 49, where the response comprises a multi-modal message that includes a voice-based response and a text-based response.

52. (New) The computer program of claim 48, where the code segment that receives a contact information request is configured to include a code segment that interprets the contact information request with voice recognition to determine how to identify the subscriber terminal when the contact information request is a verbal request.

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53. (New) The computer program of claim 48, where the code segment that receives a contact information request is configured to include a code segment that performs voice recognition and natural language processing to interpret the contact information request when the contact information request is a verbal request.

54. (New) The computer program of claim 48, where the request comprises a text message.

55. (New) The computer program of claim 48, where the code segment that receives a contact information request is configured to include a code segment that performs voice print analysis to determine an identity associated with the requestor when the contact information request is a verbal request.

56. (New) The computer program of claim 48, where the code segment responsive to the contact information request that determines how to contact the subscriber terminal is configured to include a code segment that accesses a virtual customer database system to determine how to contact the subscriber terminal.

57. (New) The computer program of claim 48, where the code segment that generates an authorization request for permission to provide the information item associated with the subscriber terminal to the wireless terminal is configured to include a code segment that determines the identity of the requester.

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58. (New) The computer program of claim 57, where the code segment that generates an authorization request for permission to provide the information item associated with the subscriber terminal to the wireless terminal is further configured to include a code segment that includes the identity of the requestor with the authorization request.

59. (New) A system for providing information assistance to a wireless terminal, comprising:
an information assistance application server;

the information assistance application server operable to run an information assistance application that is configured to receive a contact information request from a wireless terminal for an information item associated with a subscriber terminal other than the wireless terminal;

the information assistance application further configured to determine how to contact the subscriber terminal as a function of a contact preference associated with the subscriber terminal;

the information assistance application further configured to generate an authorization request to request authorization from the subscriber terminal to provide the information item associated with the subscriber terminal to the wireless terminal;

the information assistance application further configured to initiate transmission of the authorization request to the subscriber terminal; and

the information assistance application further configured to receive from the subscriber terminal a reply to the authorization request indicating whether or not to provide the information item to the wireless terminal.

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60. (New) The system of claim 59, wherein the information assistance application is further configured to generate a response for the wireless terminal that includes at least the information item only when the reply indicates the information record is to be provided.

61. (New) The system of claim 60, where the information assistance application is further configured to initiate transmission of the response to the wireless terminal.

62. (New) The system of claim 60, where the information assistance application is further configured to generate the response to include a multi-modal message that includes a voice-based response and a text-based response.

63. (New) The system of claim 59, where the information assistance application is further configured to generate the authorization request to include a multi-modal message that includes a voice-based request and a text-based request.

64. (New) The system of claim 59, where the information assistance application is further configured to include with the authorization request a requestor information item that identifies the requestor to the subscriber terminal.

65. (New) The system of claim 59, where the information assistance application is further configured to generate the authorization request as a function of the contact preference.

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66. (New) A system for providing information assistance to a wireless terminal, comprising:
- means for interpreting a contact information request for a contact information record of a subscriber terminal, the contact information request receivable from a wireless terminal that is other than the subscriber terminal;
 - means for determining an identity associated with the subscriber terminal;
 - means for generating a message for the subscriber terminal that requests permission to release the contact information record associated with the subscriber terminal to the wireless terminal;
 - means for transmitting the message to the subscriber terminal; and
 - means for interpreting a reply receivable from the subscriber terminal.